GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:2834
ANSWERED ON:16.12.2015
Behaviour Towards Passengers
Patel Shri Devji Mansingram

Will the Minister of URBAN DEVELOPMENT be pleased to state:

Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether incidents of misbehaviour with passengers are on the rise in Delhi Metro;

(b) if so, the number of such complaints received during the last three years and the current year and the details of action taken thereon;

(c) whether the Government proposes to launch a training program for metro employees to improve their behaviour towards passengers and if so, the details thereof;

(d) whether women and senior citizens have to wait for hours to get tokens at peak hours at various stations including at Chandni Chowk, Rajiv Chowk and Kashmere Gate Stations; and

(e) if so, whether there is a proposal to open separate counters for women and senior citizens at peak hours and if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT
(SHRI BABUL SUPRIYO)
Contdâ€¦2â€¦.

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(a) :No, Madam.

(b) :Delhi Metro Rail Corporation Ltd. (DMRC) has informed that as per their approved policy, the details of complaints are kept only for six months. The details of complaint pertaining to misbehaviour received by DMRC during the period June, 2015 to November, 2015 are as under:

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Month Total Average Ridership/ day
(Million) Average Complaint per day/million ridership
June, 2015 118 2.53 1.55
July, 2015 157 2.59 1.95
August, 2015 94 2.65 1.14
September, 2015 129 2.69 1.60
October, 2015 118 2.64 1.44
November, 2015 102 2.58 1.32
Total 718 2.61 1.50

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DMRC has taken following action on the above complaints:

â€¢ In 258 cases involving parking, ticketing etc. against contractual staff, action has been taken as per the terms and conditions of the contract.

â€¢ In 116 cases involving CISF staff, the complaints have been sent to CISF authorities for taking action.

â€¢ In 344 cases, involving DMRC staff, all complaints were inquired into and concerned staff were counselled/imparted training or action was taken against them under Discipline & Appeal Rules.

(c) :DMRC has informed that they have launched a special three days' training programme for staff called DLITE i.e. 'Do Lasting

Improvement in Travel Experience' since June 2014 for behavior improvement.

(d) :No, Madam.

(e) :Does not arise.

x-x-x-x-x